



Streamlined device provisioning

Transforming the student and parent experience with a bespoke digital storefront and home delivery



SHIPLAKE COLLEGE
HENLEY-ON-THAMES

**CUSTOMER
SUCCESS STORY**



Customer challenge

Shiplake College is a co-educational independent boarding and day school for just over 500 pupils aged 11 to 18. As a Microsoft school, technology plays a central role in learning, with students using Surface devices to collaborate, access lesson notes, and work in Microsoft Teams and OneNote.

Every September, around 150 new students required devices before the start of term. The provisioning process placed a significant strain on the Admissions, IT, and Finance teams, particularly because the school wanted students to have their devices ahead of day one, yet handovers during the summer break were rarely possible.

The solution

While working on an unrelated project, Dr Valim shared her vision for a more streamlined device provisioning process with First Technology.

The concept centred on a bespoke digital storefront, enabling parents to directly select and pay for devices, with First Technology managing provisioning and delivery.

Devices would arrive at students' homes pre-provisioned with Microsoft Autopilot and Intune, ready to 'click and play', and packaged with a welcome note from the school and a simple setup guide.

"I usually prefer not to outsource, and for me to say that I felt really relaxed letting them run this... that is a huge compliment."

Dr Valim | Head of Digital Strategy at Shiplake College

The results

- **Enhanced student experience:** Students received devices well before term began, giving them time to familiarise themselves with the technology.
- **Improved parental experience:** A transparent, straightforward selection and payment process via the digital storefront.
- **Operational efficiency:** Significant workload reductions for IT, Admissions, and Finance teams.
- **Positive collaboration:** Strong partnership and smooth communication between Shiplake and First Technology teams.